

How to improve nursing care?

Perspectives of hospitalized school aged children parents

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Introduction

Studying customer satisfaction is justified since it is considered the golden standard of nursing care. Questioning directly the users is a current relevant practice and it allows the identification of aspects of care that can be improved, from the patient point of view[1]. When considering patient satisfaction, it is important to identify not only the most valued attributes but also the specific aspects of these attributes[2]. Parents are the primary decision makers in children's health so, getting their perspective will lead to more appropriate nursing care.

Materials and Methods

An observational, cross-sectional, exploratory-descriptive study with a non-probabilistic and accidental sample was conducted. It aims **to identify aspects to improve nursing care**, as referred by parents of hospitalized school aged children. As data collection technique, the questionnaire "Citizen Satisfaction with Nursing Care"[3], adapted from the original to this population, was used and integrates the open-ended question: **"which aspects of nursing care could be improved?"**. It is integrated in a broader doctoral study on school aged children and parents satisfaction with nursing care. Responses were submitted to qualitative analysis, with content analysis technique[4]. Authorization was obtained from ethics committees in each of 6 health institutions as well as National Data Protection Commission.

Results

The sample (n = 251) includes mainly women (83.7%, n = 210) with 37.65 (SD = 6.3) as mean age. Most parents did not respond to this question (53.4%, n=134). Among the respondents (46,61%; n = 117), the majority was satisfied with nursing care and included words of thanks in this response. The content analysis allowed the identifications of 5 main categories: satisfaction (parents verbalized their satisfaction with care), personal dominance (relative to nurses' personal characteristics), environmental domain (relative to the environment between professionals and parents / children), nursing staff (concern about nurses' allocation per shift) and professional domain (regarding the performance of nursing techniques).

1 - Satisfaction (f=71)

- “...i liked everything...” (p129)
- “...i was very pleased with all the nurses...” (p135)
- “...i have nothing to point out, they were always very attentive and friendly...”(p178)

2 - Personal domain (f=22)

- “...pay more attention to what parents say...” (p20)
- “...some nurses are rude...” (p29)
- “...communication with parents and other professionals...” (p 243)

3 - Environmental domain (f=18)

- “...improvements in clutter, sleep and noise...” (p8)
- “...improvement in meals...” (p205)
- “...conditions for parents...” (p213)

4 - Nursing staff (f=6)

- “...more nurses at each shift...” (p165)

5 - Professional domain (f=1)

- “...some care in approaching the children with regard to pain caused by nursing techniques...avoid traumatic pain” (p1)

f – frequency; p – parent.

Discussion and Conclusion

As main conclusion, in this sample, parents are satisfied with nursing care and emphasize the personal aspects as the main attribute to improve. The results point to satisfaction with care, as found in literature[2], since most responses emphasize satisfaction with nursing staff and care provided. Among the items to be improved, personal and relational aspects are identified as highly valued by parents[5,6]. Satisfaction with nursing care is closely related to overall satisfaction and intention to return / recommend services[5]. Assessing satisfaction with care, should be implemented as a continuous and systematic practice in all health services since it allows the identification of aspects to improve[6].

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